

AT&T U-verse® TV

Receiver Replacement

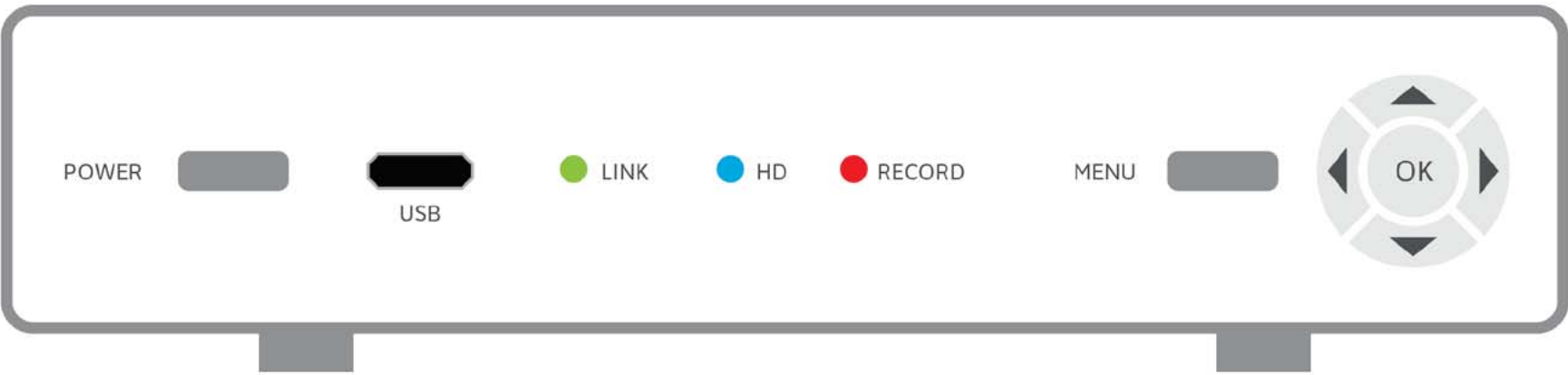


Get started

Approximate installation time: 15 minutes

These instructions will guide you through the process of replacing your AT&T U-verse TV receiver with a new receiver.

Gather materials needed for setup:



Replacement AT&T U-verse receiver



Replacement power cord (2 parts)



Not included: wrench
You may also need a 1/16-inch wrench to loosen the existing coaxial cable connection on the back of the receiver.

The appearance of your receiver and power cord may differ from above pictures.

1 Set up

- A** Before you begin, you'll want to make note of your current screen resolution setting. To do this, press MENU on your remote control. The Menu screen should display on your TV.

Note: If your receiver cannot display the menu, skip this section.

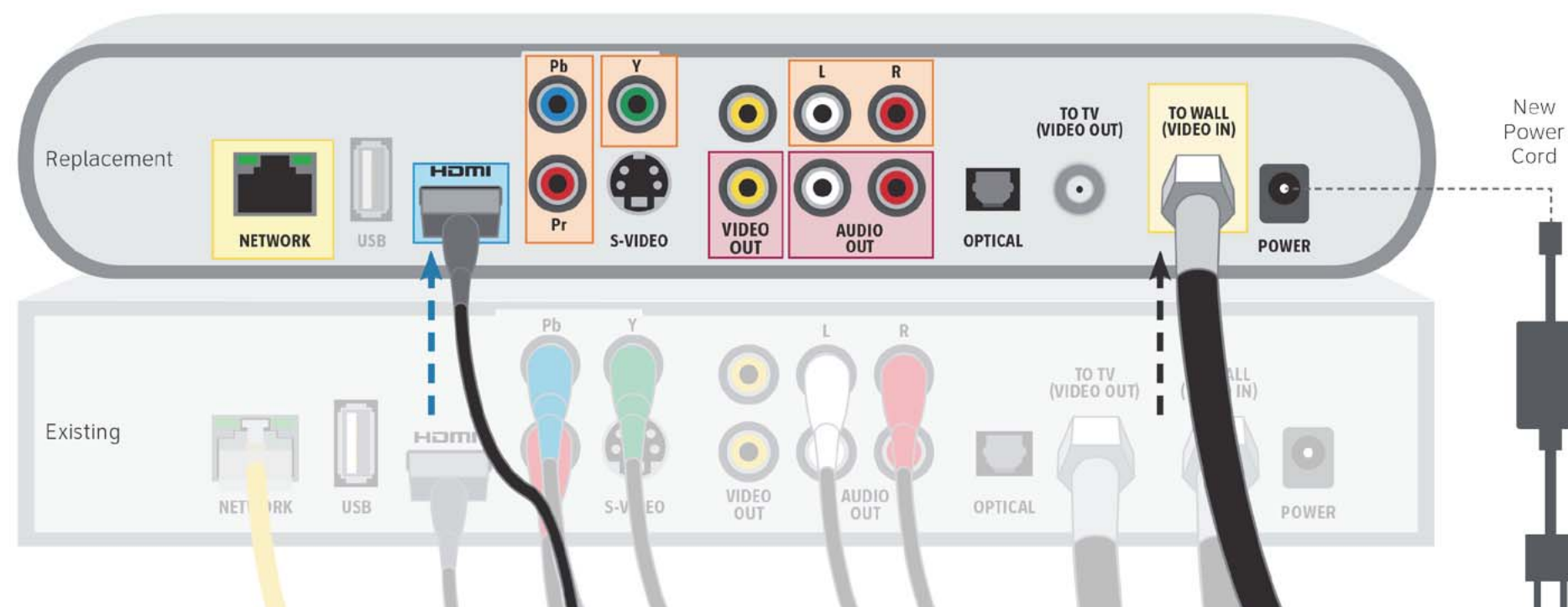
From the Menu screen, use the arrows on your remote control to select "OPTIONS," then select "SYSTEM OPTIONS," and press "OK." Now choose "TV screen resolution (SD/HD)" and press the "OK" button on your remote.

Make note of your current Screen Resolution.
For example, 720p High Definition (HD)



- B** Unplug your existing receiver and remove the power cord. Set this power cord aside; you will not need to use this cord anymore.
- C** Carefully stack your new receiver on top of your existing receiver. This will allow you to reconnect the cables one at a time, keeping them all in the right place.
- D** The back of your receiver and the connections may vary depending upon the model. If the connectors are in different places just follow the names, shapes and colors as they will all be the same.
- E** The below illustration of the existing receiver shows various connection possibilities. You will only need to use one of the connections (HDMI, Component, Composite, or Coax) to connect your receiver to the TV.

The illustration of the replacement receiver shows HDMI, which is the preferred connection.



YELLOW BOX:
shows Network connection

ORANGE BOX:
shows Component video connection (red, green, blue) and RCA audio connection (red, white). Yellow connector is not used in this case.

RED BOX:
shows Composite video (yellow) and audio (white and red) connections.

BLUE BOX:
HDMI (preferred connection)

Note: if using coaxial connection, apply sufficient force to tighten the connectors past "finger tight." Failure to properly tighten this connection will degrade the signal and can cause intermittent or continuous video problems.

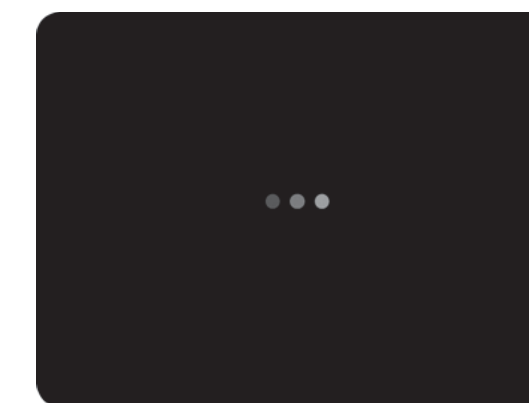
- F** After you have successfully completed your receiver connections, plug your new power cord into your receiver first, and then into the electric outlet.

! Do not reuse the power cord from your old receiver.

- G** Continue to use your existing remote control—it will work with your new receiver. To review instructions for your remote control, visit att.com/remotecomtrol.

2 Power up

- A** Your new receiver will power up automatically. It may take several minutes for this process to complete. Do not turn off the TV or receiver during this process. When the process is finished, the LINK light will turn green. If the light doesn't turn green, unplug the receiver from the electrical outlet, wait 15 seconds, and try again.



- B** Now you can set your TV screen resolution. If you noted your settings earlier, you can use those as a reference.

To do this, press MENU on your remote control. The Menu screen should display on your TV.

From the Menu screen, use the arrows on your remote control to select "OPTIONS," then select "SYSTEM OPTIONS," and press "OK." Now choose "TV screen resolution (SD/HD)" and press the "OK" button on your remote.

For example, 720p High Definition (HD)



Congratulations - you are connected! Press "Guide" to start watching TV.



3 Receiver return

Return the AT&T U-verse® receiver you replaced and the **old power cord** as-is to The UPS Store. Find the location nearest you by visiting www.theupsstore.com or by calling 800.789.4623. No special packaging is required.

For your convenience, please bring the return instructions that you received via email or customer letter. This will expedite your return process at The UPS Store.

If you do not have the return instructions, don't worry. You just need to provide the billing account number which can be found on your bill, as shown.

Advise the UPS representative that you are returning an AT&T U-verse receiver.

Do not return your remote control.



Questions? Go online: Visit att.com/versesupport.



*Visit att.com/uvexchange
or scan the QR code.*



Download and install the free AT&T
Code Scanner on your mobile phone
at <http://scan.mobi> or your app store.

From there you can:

- View help videos
- Chat online with a technician
- Easily find troubleshooting information and user guides
- Learn how to return this product

¿Habla español?

Por favor visite att.com/uverseguia para ver la información en español. También pueden ver la siguiente guía: ATT101500710-3 (UV STB REPLACEMENT CSI GUIDE) para más detalles.

Need more help?

Get answers 24/7 at **att.com/uversesupport**

Download the free **myAT&T** app at **att.com/manage** to access
the Troubleshoot & Resolve tool, which detects and resolves service issues.

Call us: Dial **800.288.2020** and ask for “U-verse technical support.”

